SuperStack® 3 Baseline Dual Speed Hub 12-Port TP (3C16592B) and 24-Port TP (3C16593B) User Guide

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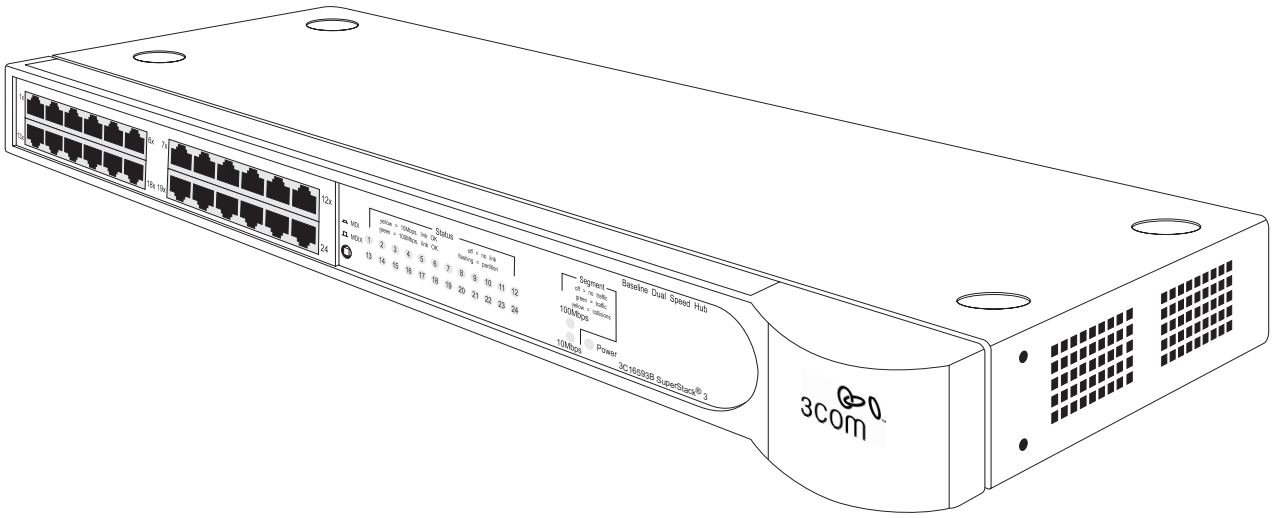

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INTRODUCTION

The SuperStack® 3 Baseline Dual Speed Hub is an easy-to-use, 10/100 autosensing Class II hub (repeater). It is ideal for users who want to connect both Ethernet and Fast Ethernet devices (workstations and other equipment) to the same hub.

All ports on the Baseline Dual Speed Hub are half duplex, autosensing 10 Mbps and 100 Mbps. Each port senses the speed of the connected equipment and operates at the appropriate speed.

The Baseline Dual Speed Hub comes with:

- One power cord for use with the Baseline Dual Speed Hub
- Four standard height and two reduced height, self-adhesive rubber pads
- One rack mounting kit
- A card with details of online registration

The Baseline Dual Speed Hub is suitable for office use where it can be free standing or rack-mounted (in a wiring closet or equipment room). The hub can be powered either from the AC mains supply, or through an optional 3Com® SuperStack Advanced Redundant Power System (3C16071B). Contact your supplier for details.

Network Connections

The Baseline Dual Speed Hub has 12 or 24 shielded RJ-45, 10/100 autosensing ports on the front panel. Each port can be connected to either a 10BASE-T (Ethernet) or a 100BASE-TX (Fast Ethernet) device.

Internally, the hub has two repeater segments (10 Mbps and 100 Mbps) which are linked by a switch, allowing connected 10 Mbps and 100 Mbps devices to communicate.

You can connect a 10BASE-T or 100BASE-TX hub or switch to the Baseline Dual Speed Hub.

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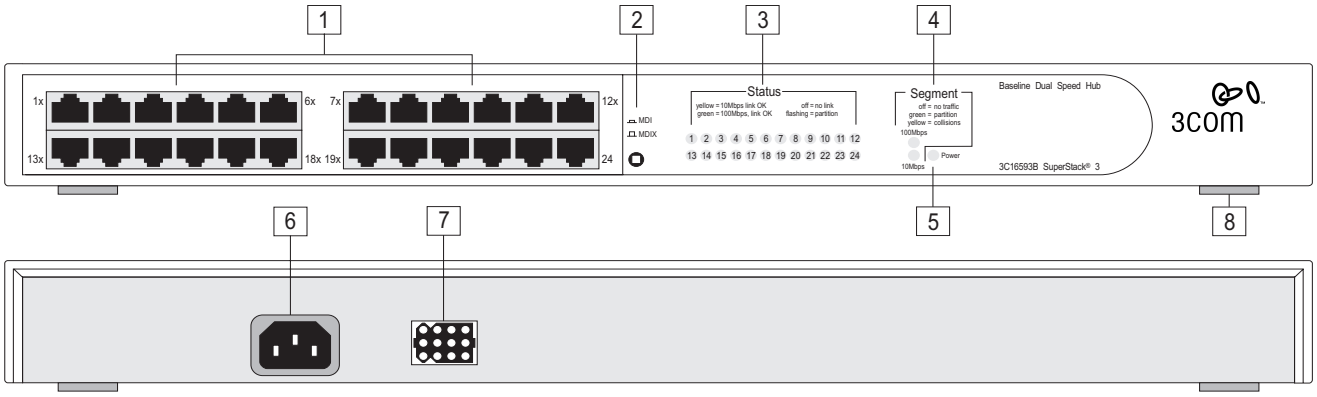
How to Use the Baseline Dual Speed Hub



Numbered elements in this diagram refer to numbered sections in the text. These numbers, in bold, are used as references.

Front Panel

1 12 or 24 RJ-45 10/100 Ports

You can use these ports to connect 10BASE-T or 100BASE-TX devices (workstations and other equipment) to the Baseline Dual Speed Hub. As the ports are autosensing, the speed of the ports is determined automatically when you connect your equipment.

WARNING: *RJ-45 Ports. These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors, network telephony systems, or network telephones to these sockets. Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.*

AVERTISSEMENT: *Points d'accès RJ-45. Ceux-ci sont protégés par des prises de données. Ils ne peuvent pas être utilisés comme prises de téléphone conventionnelles standard, ni pour la connection de l'unité à un réseau téléphonique central privé ou public. Raccorder seulement connecteurs de données RJ-45, systèmes de réseaux de téléphonie ou téléphones de réseaux à ces prises. Il est possible de raccorder des câbles protégés ou non protégés avec des jacks protégés ou non protégés à ces prises de données.*

WARNHINWEIS: *RJ-45-Porte. Diese Porte sind geschützte Datensteckdosen. Sie dürfen weder wie normale traditionelle Telefonsteckdosen noch für die Verbindung der Einheit mit einem traditionellem privatem oder öffentlichem Telefonnetzwerk gebraucht werden. Nur RJ-45-Datenanscluße, Telefonnetzsysteme or Netztelefone an diese Steckdosen anschließen. Entweder geschützte oder ungeschützte Buchsen dürfen an diese Datensteckdosen angeschlossen werden.*

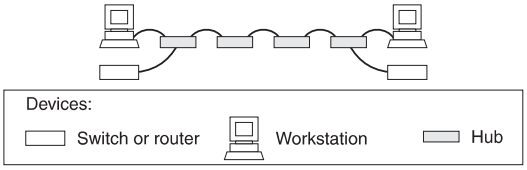
Connect one end of the TP (twisted pair) cable to the RJ-45 port on the Baseline Dual Speed Hub and the other end to the appropriate RJ-45 port on the device. Use either shielded or unshielded data cables (with shielded or unshielded jacks) to connect to the devices.

The equipment that is connected to the Baseline Dual Speed Hub must not be set to operate in full duplex mode. It must be set to operate in autonegotiate or half duplex mode.

10BASE-T
To connect 10BASE-T equipment, use 10BASE-T Category 3 or Category 5 unshielded or shielded (screened) 100 Ohm TP cable.

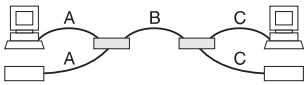
Category 5 cable should be used with this product in structured wiring environments. This will ensure correct operation of all ports at 10 Mbps or 100 Mbps.

Ethernet Network Configuration Rules
To remain within IEEE 802.3 10 Mbps Ethernet rules, the maximum length of cable between the Baseline Dual Speed Hub and an attached device must not exceed 100 m (328 ft). If you are connecting multiple hubs in series, ensure that there are no more than four 10 Mbps hubs between any two devices on your network, as shown below.



100BASE-TX
To connect 100BASE-TX equipment, use 100BASE-TX Category 5 unshielded or shielded (screened) 100 Ohm TP cable.

Fast Ethernet Network Configuration Rules
To remain within IEEE 802.3 100 Mbps Fast Ethernet rules, the maximum length of cable between the Baseline Dual Speed Hub and an attached device must not exceed 100 m (328 ft). Ensure that there are no more than two 100 Mbps hubs between any two devices on your network, and that the *total* cable distance (A+B+C) between the two devices does not exceed 205 m (672.4 ft), as shown below.



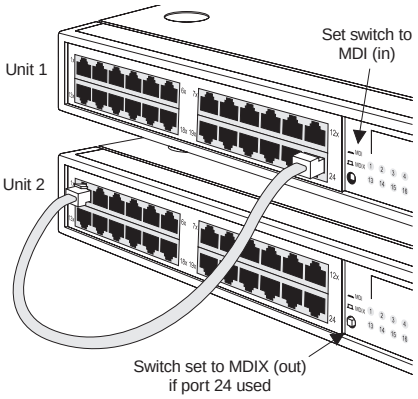
If you connect two Baseline Dual Speed Hubs together, the link between them operates at 100 Mbps.

2 MDI Switch

This switch affects port 12 (3C16592B) or port 24 (3C16593B). Ports 1–11 (3C16592B) or 1–23 (3C16593B) are fixed as MDIX ports. Each can be connected to a device with an MDI port (such as most workstations) using a normal "straight through" TP cable. Port 12 or 24 is "switch selectable" using the MDI switch:

MDIX — **Out** — In this position, port 12 or 24 is an MDIX port. It can be connected to a device with an MDI port (such as most workstations) using a normal "straight through" TP cable.

MDI — **In** — In this position, port 12 or 24 is an MDI port. It can be connected to an MDIX port on a device (such as another hub) using a normal "straight through" TP cable.



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To connect the hub to a 10 Mbps or 100 Mbps unit, connect an MDIX port on the unit to port 12 or 24 on the Hub, as shown above. Ensure that the MDI switch on the Hub is in (MDI). If an MDI/MDIX port is used on the other unit, ensure that the MDI switch for that port is out (MDIX). Alternatively, you can use "cross-over" TP cable to connect any MDIX port on the Baseline Dual Speed Hub to any MDIX port on another unit.

3 Status LEDs

The Status LEDs show the state of a port and whether or not the Link Pulse signal is present on the segment connected to a port:

Green	A 100 Mbps Link Pulse signal is being received and the 100BASE-TX segment attached to the port is functional.
Yellow	A 10 Mbps Link Pulse signal is being received and the 10BASE-T segment attached to the port is functional.
Flashing yellow	The port has partitioned, due to an excessive number of collisions, excessively long collisions, or a network loop. To remove a network loop, examine your connections and ensure that each piece of equipment is connected to your network by only one connection.
Off	The Link Pulse signal is not being received. Either nothing is connected to the port, or there is a problem: ■ Check that the attached device is powered on. ■ Check that the cable is the correct type and is not faulty. If the LED is off for port 12 or 24, check the setting of the MDI switch. Refer to **2**. Try toggling the MDI switch. If you have connected different types of unit together, check that your configuration conforms to the network configuration rules for 10BASE-T and 100BASE-TX. If the port is connected to another unit's MDI/MDIX port, check the other unit's MDI switch position.

If these checks do not identify the cause of a problem, it may be that the unit or the device connected to the port is faulty. Contact your supplier for further advice.

4 Segment LEDs

The Segment LEDs indicate activity on the 10 Mbps and 100 Mbps segments:

Flashing green	Packets are being received or transmitted.
Flashing yellow	Collisions are occurring on the segment. A low level of collisions is a part of normal Ethernet and Fast Ethernet operation. Excessive collisions may indicate a network problem.
Off	No packets are being received or transmitted on the segment.

5 Power LED

The Power LED indicates a number of conditions:

Green	The unit is powered on and ready for use.
Off	The unit is powered off. The power cable may be connected incorrectly or the fuse within the power cord's plug may be faulty (UK models only). If the unit appears to be operating and the LED is off, contact your supplier.

Rear Panel Connections

6 Power Supply

The Baseline Dual Speed Hub automatically adjusts to the supply voltage. Only use the power cord that is supplied with the Baseline Dual Speed Hub, or a power cord of the same type and rating.

7 Socket for Redundant Power System

You can connect a 3Com SuperStack Advanced Redundant Power System (ARPS) (3C16071/A/B) to the Hub. The ARPS is designed to maintain the power to your Hub if a power supply failure occurs.

For normal redundancy, the ARPS requires one Type 1 Power Module (part number 3C16072). For full redundancy, the unit requires two Type 1 Power Modules combined using a Type 1 Y-Cable (part number 3C16079). Contact your supplier for further details.

8 Self-adhesive Pads

The hub is supplied with six self-adhesive rubber pads: two reduced height and four full height.

You do not need to apply the pads if you intend to rack mount the unit.

If you are placing the units one on top of the other, you must use the self-adhesive rubber pads supplied. Apply the pads to the underside of each unit, sticking one in the marked area at each corner. Place the units on top of each other, ensuring that the pads of the upper unit line up with the recesses of the lower unit. Use the two thinner pads when stacking the unit with a narrower one above.

Positioning the Baseline Dual Speed Hub

CAUTION: *When installing the Baseline Dual Speed Hub in a stack of different size units, the Baseline Dual Speed Hub must be installed above any larger units. Do not have a free standing stack of more than six units.*

When deciding where to position the Baseline Dual Speed Hub ensure:

- It is accessible and cables can be connected easily.
- Cabling is away from:
  - Sources of electrical noise such as radios, transmitters and broad-band amplifiers.
  - Power lines and fluorescent lighting fixtures.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side of the case is not restricted (3Com recommends that you provide a minimum of 25 mm (1 in.) clearance).

To prolong the operational life of your units:

- Never stack units more than six high if free standing, and ensure that cables are supported so that they do not cause the stack to fall over.
- Do not place objects on top of any unit or stack.
- Do not obstruct any vents at the sides of the case.

Power Supply

Power problems can be the cause of serious failures and downtime in your network. Ensure that the power input to your system is clean and free from sags and surges to avoid unforeseen network outages. 3Com recommends that you install power conditioning, especially in areas prone to black outs, power dips and electrical storms.

The unit is intended to be grounded. Ensure it is connected to earth ground during normal use. Installing proper grounding helps to avoid damage from lightning and power surges.

Rack Mounting

The Baseline Dual Speed Hub can be mounted in a 19-in. equipment rack. Refer to the "Mounting Kit Instructions" section in this guide.

Power Up

Use the following sequence to power up the Baseline Dual Speed Hub:

- Check the network connections and cables.
- Connect the power supply cable to the appropriate power socket on the rear panel of the unit; refer to **6** or **7**.
- Connect the plug to the mains power supply outlet socket. If you are using the Advanced Redundant Power System refer to the ARPS User Guide.

When the Baseline Dual Speed Hub is powered on, the Power LED should be lit. If it is not, refer to **5**, "Power LED".

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SAFETY INFORMATION

Please read the following safety information carefully before installing the Baseline Dual Speed Hub.

WARNING: *Installation and removal of the unit must be carried out by qualified personnel only.*

- The unit must be connected to an earthed (grounded) outlet to comply with international safety standards.
- Do not connect the unit to an A.C. outlet (power supply) without an earth (ground) connection.
- The appliance coupler (the connector to the unit and not the wall plug) must have a configuration for mating with an EN60320/IEC320 appliance inlet.
- The socket outlet must be near to the unit and easily accessible. You can only remove power from the unit by disconnecting the power cord from the outlet.
- This unit operates under SELV (Safety Extra Low Voltage) conditions according to IEC 60. The conditions are only maintained if the equipment to which it is connected also operates under SELV conditions.
- Only connect an *Advanced Redundant Power System (3C16070, 3C16071, 3C16071A or 3C16071B)* or *Redundant Power System (3C565047)* to the *Redundant Power System* socket.

France and Peru only
This unit cannot be powered from IT† supplies. If your supplies are of IT type, this unit must be powered by 230V (2P+T) via an isolation transformer ratio 1:1, with the secondary connection point labelled Neutral, connected directly to earth (ground).

† Impédance à la terre

Power Cord Set
This must be approved for the country where it will be used. e.g.

U.S.A. and Canada	■ The cord set must be UL-approved and CSA certified. ■ The minimum specifications for the flexible cord are: No. 18 AWG Type SV or SJ 3-conductor ■ The cord set must have a rated current capacity of at least 10A. ■ The attachment plug must be an earth-grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
Denmark	■ The supply plug must comply with Section 107-2-D1, Standard DK2-1a or DK2-5a.
Switzerland	■ The supply plug must comply with SEV/ASE 1011.
UK	■ The supply plug must comply with BS1363 (3-pin 13-amp) and be fitted with a 5A fuse which complies with BS1362. ■ The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).
Europe	■ The supply plug must comply with CEE7/7 (“SCHUKO”) ■ The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).

L’INFORMATION DE SÉCURITÉ IMPORTANTE

Veuillez lire à fond l'information de la sécurité suivante avant d'installer le Baseline Dual Speed Hub.

AVERTISSEMENT: *L’installation et la dépose de ce groupe doivent être confiés à un personnel qualifié.*

- Ne branchez pas votre appareil sur une prise secteur (alimentation électrique) lorsqu'il n'y a pas de connexion de mise à la terre (mise à la masse).
- Vous devez raccorder ce groupe à une sortie mise à la terre (mise à la masse) afin de respecter les normes internationales de sécurité.
- Le coupleur d’appareil (le connecteur du groupe et non pas la prise murale) doit respecter une configuration qui permet un branchement sur une entrée d’appareil EN60320/IEC 320.
- La prise secteur doit se trouver à proximité de l’appareil et son accès doit être facile. Vous ne pouvez mettre l’appareil hors circuit qu’en débranchant son cordon électrique au niveau de cette prise.
- L’appareil fonctionne à une tension extrêmement basse de sécurité qui est conforme à la norme IEC60950. Ces conditions ne sont maintenues que si l’équipement auquel il est raccordé fonctionne dans les mêmes conditions.
- Branchez uniquement un *Advanced Redundant Power System (3C16070, 3C16071, 3C16071A ou 3C16071B)* ou un *Redundant Power System (3C565047)* sur la prise femelle du *Redundant Power System*.

France et Pérou uniquement:
Ce groupe ne peut pas être alimenté par un dispositif à impédance à la terre. Si vos alimentations sont du type impédance à la terre, ce groupe doit être alimenté par une tension de 230 V (2 P+T) par le biais d’un transformateur d’isolement à rapport 1:1, avec un point secondaire de connexion portant l’appellation Neutre et avec raccordement direct à la terre (masse).

Cordon électrique
Il doit être agréé dans le pays d’utilisation.

Etats-Unis et Canada	■ Le cordon doit avoir reçu l’homologation des UL et un certificat de la CSA. ■ Le cordon souple doit respecter, à titre minimum, les spécifications suivantes: calibre 18 AWG type SV ou SJ à 3 conducteurs ■ Le cordon doit être en mesure d’acheminer un courant nominal d’au moins 10 A. ■ La prise femelle de branchement doit être du type à mise à la terre (mise à la masse) et respecter la configuration NEMA 5-15P (15 A, 125 V) ou NEMA 6-15P (15 A, 250 V).
Danemark	■ La prise mâle d’alimentation doit respecter la section 107-2 D1 de la norme DK2 1a ou DK2 5a.
Suisse	■ La prise mâle d’alimentation doit respecter la norme SEV/ASE 1011.
Europe	■ La prise secteur doit être conforme aux normes CEE 7/7 (“SCHUKO”) ■ LE cordon secteur doit porter la mention <HAR> ou <BASEC> et doit être de type HO3VVF3GO.75 (minimum).

WICHTIGE SICHERHEITSINFORMATIONEN

Bitte unbedingt vor dem Einbauen des Baseline Dual Speed Hub Einheit die folgenden Sicherheitsanweisungen durchlesen.

WARNUNG: *Die Installation und der Ausbau des Geräts darf nur durch Fachpersonal erfolgen.*

- Das Gerät nicht an eine Wechselstromsteckdose anschließen, die nicht geerdet ist.
- Das Gerät muß an eine geerdete Steckdose angeschlossen werden, die die internationalen Sicherheitsnormen erfüllt.
- Der Gerätestecker (der Anschluß an das Gerät, nicht der Wandsteckdosenstecker) muß eine passende Konfiguration für einen Geräteeingang gemäß EN60320/IEC320 haben.
- Die Netzsteckdose muß in der Nähe des Geräts und leicht zugänglich sein. Die Stromversorgung des Geräts kann nur durch Herausziehen des Gerätenetzkabels aus der Netzsteckdose unterbrochen werden.
- Der Betrieb dieses Geräts erfolgt unter den SELV-Bedingungen (Sicherheitskleinstspannung) gemäß IEC 60. Diese Bedingungen sind nur gegeben, wenn auch die an das Gerät angeschlossenen Geräte unter SELV-Bedingungen betrieben werden.
- Nur ein *Advanced Redundant Power System (3C16070, 3C16071,3C16071A* oder *3C16071B)* oder *Redundant Power System (3C565047)* an den *Redundant Power System* Anschluß anschließen.

Stromkabel
Dies muss von dem Land, in dem es benutzt wird geprüft werden:

Schweiz	■ Dieser Stromstecker muß die SEV/ASE 1011Bestimmungen einhalten.
Europe	■ Das Netzkabel muß vom Typ HO3VVF3GO.75 (Mindestanforderung) sein und die Aufschrift <HAR> oder <BASEC> tragen. ■ Der Netzstecker muß die Norm CEE 7/7 erfüllen (“SCHUKO”).

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Mounting Kit Instructions

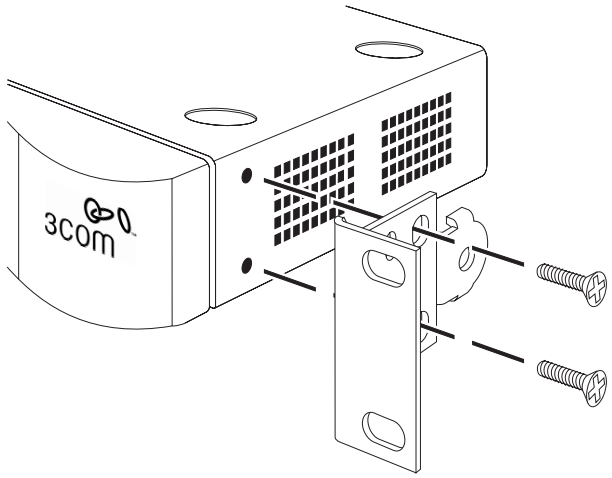
The Baseline Dual Speed Hub is supplied with two mounting brackets and four screws. These are used for rack mounting the unit. When mounting the unit, you should take note of the guidelines given in "Positioning the Baseline Dual Speed Hub"on page 3.

The Baseline Dual Speed Hub is 1U high and will fit a standard 19-inch rack.

CAUTION: *Disconnect all cables from the unit before continuing. Remove the self-adhesive pads from the underside of unit, if already fitted.*

To rack mount the unit:

1. Place the unit the right way up on a hard, flat surface with the front facing towards you.
2. Locate a mounting bracket over the mounting holes on one side of the unit, as shown in the diagram.
3. Insert the two screws supplied in the mounting kit and fully tighten with a suitable screwdriver.
4. Repeat the two previous steps for the other side of the unit.
5. Insert the unit into the 19-in. rack and secure with suitable screws (not provided).
6. Reconnect all cables.



Problem Solving

Refer to the information about LEDs given earlier in this guide to see if the problem can be identified and rectified. If the problem persists and the Baseline Dual Speed Hub still does not operate successfully, contact your supplier with the following information before returning the unit:

- Product number and serial number (printed on a label on the rear of the unit)
- A brief description of the fault

When returning any equipment to your supplier ensure that the equipment is packed suitably for transit.

Some older NIC (network interface card) cards were developed before the standardization of the auto-negotiation protocol. These may cause the Baseline Dual Speed Hub to sense the speed of the network incorrectly. We strongly recommend that you install the latest versions of the NIC drivers before connecting your network. 3Com NIC card drivers dated before 23/03/95 should be updated from the 3Com website.

Technical Information

Related Standards

The SuperStack 3 Baseline Dual Speed Hub has been designed to the following standards:

Functional	ISO/IEC 8802-3, IEEE 802.3, IEEE 802.3u, IEEE 802.1D
Safety	UL 1950, EN 60950, CSA 22.2 #950, IEC 60950
EMC Emissions	EN 55022 Class A, VCCI Class A, AS/NZS 3548 Class A, FCC Part 15 Class A, ICES-003 Class A, CNS 13438, EN61000-3-3, EN61000-3-2.
Immunity	EN55024

Physical

Width	440 mm (17.3 in.)
Depth	173 mm (6.8 in.)
Height	44 mm (1.7 in.) or 1 U
Weight	3C16592B: 2.22 kg (4.90 lb) 3C16593B: 2.10 kg (4.63 lb)
Mounting	Free standing, or 19 in. rack mounted using the mounting kit supplied

Electrical

Power Inlet	IEC 320
AC Line Frequency	50/60 Hz
Power Consumption	3C16592B: 25 VA 3C16593B: 42 VA
Power Dissipation	3C16592B: 86 BTU/hr 3C16593B: 142 BTU/hr
Input Voltage	100–240 V AC
Current Rating	3C16592B: 1.0 A (maximum) 3C16593B: 1.0 A (maximum)

Environmental

Operating Temperature	0–50 °C (32–122 °F)
Humidity	0–95 % (non-condensing)

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LIMITED WARRANTY

This warranty applies to customers located in the United States, Australia, Canada (except Quebec), Ireland, New Zealand, U.K., and other English language countries, and countries for which a translation into the local language is not provided.

SuperStack 3 Baseline Dual Speed Hub 12-Port TP (3C16592B) and 24-Port TP (3C16593B)

HARDWARE: 3Com warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from 3Com or its authorized reseller:

Lifetime, for as long as the original Customer owns the product (not transferable to a subsequent end user)

3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of 3Com. Replacement products or parts may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE: 3Com warrants to Customer that each software program licensed from it, except as noted below, will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided, unless specifically included in the Included Services section. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. 3Com makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third party products listed in the 3Com software product documentation or specifications as being compatible, 3Com will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with 3Com's published specifications or user manual.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH (1) THIRD PARTY SOFTWARE, OR (2) 3COM SOFTWARE THAT IS LICENSED "AS IS", THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER LICENSE AGREEMENT. THIS 3COM WARRANTY DOES NOT APPLY TO SUCH THIRD PARTY SOFTWARE OR 3COM SOFTWARE LICENSED "AS IS". FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE OR THE ACCOMPANYING DOCUMENTATION RELATING TO SUCH SOFTWARE.

YEAR 2000 WARRANTY: In addition to the Hardware Warranty and Software Warranty stated above, 3Com warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site, http://www.3com.com/products/yr2000.html, as not meeting this standard. If it appears that any product that is stated to meet this standard does not perform properly with regard to such date data on and after January 1, 2000, and Customer notifies 3Com within ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, refund to Customer the purchase price paid for such product.

Any software update or replaced or repaired product will carry a Year 2000 Warranty for ninety (90) days after purchase.

OBTAINING WARRANTY SERVICE: Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a User Service Order (USO) number (or a Return Material Authorization (RMA) number or a Service Repair Order (SRO) number, whichever was issued) marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to 3Com until the returned item is received by 3Com. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product, and 3Com will retain risk of loss or damage until the item is delivered to Customer.

3Com shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated with any products returned to 3Com for repair, whether under warranty or not.

Dead- or Defective-on-Arrival. In the event a product completely fails to function or exhibits a defect in materials or workmanship within the first forty-eight (48) hours of installation but no later than thirty (30) days after the date of purchase, and this is verified by 3Com, it will be considered dead- or defective-on-arrival (DOA) and a replacement shall be provided prior to 3Com receiving the defective product, but only if Customer provides a purchase order number, credit card number, or other method of payment acceptable to 3Com, to be used if 3Com needs to charge Customer for the replacement, as explained below. The replacement product will normally be shipped not later than three (3) business days after 3Com's verification of the DOA product, but may be delayed due to export or import procedures. The shipment of a replacement product prior to 3Com receiving the defective product is subject to local legal requirements and may not be available in all locations. When such a replacement is provided and Customer fails to return the original product to 3Com within fifteen (15) days after shipment of the replacement, 3Com will charge Customer for the replacement product, at list price.

Shipment of a Replacement Prior to 3Com Receiving the Defective Product is provided for five (5) years, after which time it may be available for a specified fee, but in either case only if Customer provides a purchase order number, credit card number, or other method of payment acceptable to 3Com, to be used if 3Com needs to charge Customer for the replacement, as explained below. 3Com will make commercially reasonable efforts to ship the replacement product not later than five (5) business days after receiving the request for a replacement, but may be delayed due to product availability or export or import procedures. The shipment of a replacement product prior to 3Com receiving the defective product is subject to local legal requirements and may not be available in all locations. When such a replacement is provided and Customer fails to return the original product to 3Com within fifteen (15) days after shipment of the replacement, 3Com will charge Customer for the replacement, at list price. This replacement prior to 3Com receiving the defective product is different from the fee-based Advance Hardware Replacement Service, which is available as a contracted service offering.

INCLUDED SERVICES:

3Com's Electronic Support Services, available at no charge, include 3Com Knowledgebase, information on known bugs, documentation, release notes, and publicly available software and firmware upgrades. 3Com reserves the right to modify or cancel this offering at any time, without advance notice.

Telephone Technical Support, with coverage for basic troubleshooting only, will be provided at no additional charge for 12 months from the date of purchase, on a commercially reasonable efforts basis. Telephone support is provided by 3Com only if Customer purchased this product directly from 3Com, or if Customer's reseller is unable to provide telephone support. To qualify for this telephone technical support, Customer must register on the 3Com Web site at http://support.3Com.com/index.htm, and state the date of purchase, product number, and serial number. 3Com's response to a request for telephone technical support will be in the form of a return call from a 3Com representative by close of business the following business day, defined as 9 a.m. to 5 p.m., local time, Monday through Friday, excluding local holidays. Please refer to the Technical Support appendix in the User Guide for telephone numbers.

Software Updates, All software and firmware upgrades and the latest code for this product downloaded through the 3Com Software Library.

WARRANTIES EXCLUSIVE: IF A 3COM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT 3COM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. 3COM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

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GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

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January 2001

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TECHNICAL SUPPORT

The following options are available for technical support:

- In the first instance contact your Network Supplier
- Check the 3Com knowledgebase at **http://knowledgebase.3com.com**
- Browse the 3Com web site on **http://www.3com.com**

Please have your product model name, part number, hardware revision number and serial number along with all relevant details of the problem to hand before calling your Network Supplier or 3Com on the numbers below.

Country	Telephone Number	Country	Telephone Number
Asia, Pacific Rim		Philippines	1235 61 266 2602
Australia	1 800 678 515	P.R. of China	10800 61 00137 or 021 6350 1590
Hong Kong	800 933 486		or 00800 0638 3266
India	+61 2 9937 5085 or 0008006501111	Singapore	800 6161 463
Indonesia	001 800 61 009	S. Korea	
Japan	03 5783 1270	From anywhere in S. Korea:	00798 611 2230
Malaysia	1800 801 777	From Seoul:	(0)2 3455 6455
New Zealand	0800 446 398	Taiwan, R.O.C.	0080 611 261
Pakistan	+61 2 9937 5083	Thailand	001 800 611 2000
Europe, Middle East and Africa			
From anywhere in these regions, call:	+44 (0) 1442 435529 phone +44 (0) 1442 436722 fax		
Europe and South Africa: From the following countries, you may use the toll-free numbers:			
Austria	0800 297468	Luxembourg	0800 3625
Belgium	0800 71429	Netherlands	0800 0227788
Denmark	800 17309	Norway	800 11376
Finland	0800 113153	Poland	00800 3111206
France	0800 917959	Portugal	0800 831416
Germany	0800 1821502	South Africa	0800 995014
Hungary	06800 12813	Spain	900 983125
Ireland	1800 553117	Sweden	020 795482
Israel	1800 9453794	Switzerland	0800 55 3072
Italy	800 8 79489	U.K.	0800 966197
Latin America			
Brazil	0800 13 3266	Puerto Rico	800 666 5065
Mexico	01 800 849CARE	Central and South America	AT&T +800 998 2112
North America	1 800 NET 3Com (1 800 638 3266) Enterprise Customers: 1 800 876 3266		

REGULATORY NOTICES

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference to radio communications, in which case the user will be required to correct the interference at their own expense.

Information To The User

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the equipment with respect to the receiver.
- Move the equipment away from the receiver.
- Plug the equipment into a different outlet so that equipment and receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:

How to Identify and Resolve Radio-TV Interference Problems

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402, Stock No. 004-000-00345-4.

In order to meet FCC emissions limits, this equipment must be used only with cables which comply with IEEE 802.3.

CE Statement (Europe)

This product complies with the European Low Voltage Directive 73/23/EEC and EMC Directive 89/336/EEC as amended by European Directive 93/68/EEC/.

CSA Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

VCCI Statement

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BSMI Statement

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Other brand and product names may be registered trademarks or trademarks of their respective holders.

ENVIRONMENTAL STATEMENTS

General Environmental Statement

It is the policy of 3Com Corporation to be environmentally friendly in all operations. To uphold our policy, we are committed to:

- Establishing environmental performance standards that comply with national legislation and regulations
- Conserving energy, materials and natural resources in all operations
- Reducing the waste generated by all operations
- Ensuring that all waste conforms to recognized environmental standards
- Maximizing the recyclable and reusable content of all products
- Ensuring that all products can be recycled, reused and disposed of safely
- Ensuring that all products are labelled according to recognized environmental standards
- Improving our environmental record on a continual basis

End Of Life Statement

3Com processes allow for the recovery, reclamation and safe disposal of all end-of-life electronic components.

Regulated Materials Statement

3Com products do not contain any hazardous or ozone-depleting material.

Environmental Statement about the Documentation

The documentation for this product is printed on paper that comes from sustainable, managed forests; it is fully biodegradable and recyclable, and is completely chlorine-free. The varnish is environmentally-friendly, and the inks are vegetable-based with a low heavy-metal content.

Environmental Statement about the Product Packaging

The packaging for this product is fully recyclable. It has a recycled (post consumer) waste content of at least 40% by weight, and no heavy-metal content.

The SuperStack 3 Baseline Dual Speed Hub is part of the extensive SuperStack 3 range of 3Com products. This range includes hubs, switches, power systems and other networking equipment, and is continually being developed. Contact your supplier for the latest product information and to order these products.

Product Registration

You can now register your SuperStack 3 Hub on the 3Com web site to receive up-to-date information on your product:

http://www.support.3com.com/registration/frontpg.pl

Year 2000 Compliance

For information on Year 2000 compliance and 3Com products, visit the 3Com Year 2000 Web page:

http://www.3com.com/products/yr2000.html

Feedback

Your suggestions are very important to us. They will help make our documentation more useful to you. Please e-mail comments about this document to 3Com at:

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Part Number: DUA1659-2AAA04
Published: January 2001

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